July 1, 2011

Dear --------,

I am apologize for my misunderstandings today. With the heat and getting over being sick, I wasn’t feeling well and decided to leave before I got upset. I also understand now that I got days mixed up and today wasn’t when you expected me.

I was excited to bring out the bridge. So many people have admired it and I was sure it was exactly what you wanted. I put a great deal of time and money into it right up front. I am sorry about the miscommunications.

Is there anything we can do to work this out? I really appreciate the business you have given me and don’t want to leave this on a bad note for either of us.

Thank you for your time and consideration.

Sincerely,

Rob Morrow